

## **FREQUENTLY ASKED QUESTIONS REGARDING PUBLIC ACCESS TO STATE OWNED CNG SITES**

- Question: Where do we find the forms we need to fill out to get a GasCard?  
Answer: <http://www.fleet.utah.gov/>
- Question: Do I need to fill out all three forms?  
Answer: Yes. Please include your Social Security number, email address, Drivers license , vehicle license plate, vehicle description, and tank size. We will fill in your account, pin, and card number after we receive your information.
- Question: I am filling out the application for the GasCard. Do I need to fill out the user vehicle worksheet if I only have one vehicle to fill?  
Answer: Yes. We need all three request forms filled out.
- Question: What's the odometer for?  
Answer: We use it to manage the State's fleet miles per gallon. You can use it to track your miles per gallon between fills. However if you don't want that option put "N" for no.
- Question: How many cards/pins can we have?  
Answer: One gascard per vehicle and each driver can have a pin or share the same one.
- Question: On the user agreement form why do we need our Social Security number and driver's license number?  
Answer: We are issuing you credit to use the State sites.
- Question: How do I pay for the CNG I've dispensed?  
Answer: You will receive a monthly bill from Fleetcor.
- Question: Who is FleetCor/Fuelman/GasCard?  
Answer: GasCard and the Fuelman are registered trademarks of FleetCor Technologies Operating Company, LLC. GasCard is a national company through which the State of Utah provides this service.
- You can find the Fuelman website at <http://www.fuelman.com> .
- Question: What if I am late on my bill?  
Answer: If your bill is not paid in a timely manner your account will be locked and the Office of Debt Collections will contact you.
- Question: Are we supposed to sign at the bottom of the User Agreement?  
Answer: Yes. This is a contract with the State of Utah. You will need to sign and print your name at the bottom of the Users Agreement.
- Question: Will my GasCard work at public CNG gas stations?  
Answer: Yes. As long as the station accepts GasCard. Go to <http://www.fuelman.com> for nationwide CNG GasCard fuel locations.

Question: What are the site listings and addresses?

Answer: University of Utah, 425 South 1778 East, Salt Lake City, UT  
Granite School District, 3100 W Parkway Blvd (2700 So), WVC, UT  
Jordan School District, 9300 South 200 East, Sandy, UT  
Alpine School District, 490 East State Street, Lindon, UT  
Utah State University, 1400 East 900 North, Logan, UT

They will also be posted on our main web page under [Public CNG User Information](#).

Question: What's the address of the Capitol?

Answer: The physical Capitol address is 350 North State Street, Salt Lake City, UT 84114

Question: Can I fax or email you the forms?

Answer: Either. You can email to [kathrynanderso@utah.gov](mailto:kathrynanderso@utah.gov) or [karenkraus@utah.gov](mailto:karenkraus@utah.gov) or fax to (801) 538-3014.

Question: Can you mail me my GasCard and pin or can I pick them up today?

Answer: We would prefer to mail them to you. You should receive your card(s) and pin(s) within 5 to 10 days after submitting the forms. If you want to pick up your card(s) we will send you an email when they are ready.

Question: Where can I drop off the CNG request forms and how do I get to the State Office Building if I want to pick up my card?

Answer: The Fleet Operations/Fuelnetwork is located in the State Office Building directly behind or just north of the Capitol. The address is: 4120 State Office Building, Salt Lake City, Utah 84114. You will need to enter from the visitor's parking lot (east side of the capitol) and go north through the center courtyard to the State Office Building 2<sup>nd</sup> floor security entrance and sign in. Then take the elevators to the 4<sup>th</sup> floor, turn left down the hall until you get to room 4120. Refer to the map at <http://utahstatecapitol.utah.gov/visitors/parking.html> .

Question: What are the best times to fuel at the University of Utah?

Answer: Monday – Friday 9:00 AM – 1:00 PM and after 8:00 PM. All day Saturday and Sunday. No fueling during any events at the Jon Huntsman Special Events Center or Rice Eccles Stadium.

Question: What is the pressure at your sites?

Answer: Usually our pressure is around 3300 PSI.

Question: Why can't we fuel at Rampton UDOT?

Answer: Since UDOT is a heavily used "large equipment" site it is unsafe for public use.

Question: Why do we need fill out the CNG fuel limits?

Answer: The GasCard system requires a set limit. Also the State needs to project the amount of CNG that the public will be using. On the vehicle worksheet you can request your limits however we will decide if your request is too high. We recommend that you fill in a limit on your monthly average use of CNG. The limit is reset every month.